



STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

Working Title

Human Resource Specialist

Job Code Title

Human Resource Specialist

Pay Band

05

Job Code Number

131775

Director's Office

Office of Human Resources and
Organizational Development

Fair Labor Standards Act

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Director's Office supports the agency's Director and is composed of five work units: Legal Services Office; Office of Tax Policy and Research; Office of Human Resources and Organizational Development (HR); Office of Taxpayer Assistance; and the Executive Office. The Office of Human Resources is responsible for a variety of human resource duties including organizational and workforce development, employee and labor relations, staffing, employment law, performance management, compensation, and training and development.

Job Responsibilities

The Human Resource Specialist provides support in assigned areas including recruitment and selection; Family and Medical Leave Act (FMLA) education and administration; exit interview coordination and data capture; worker's compensation tracking and reporting; policy recommendation, interpretation and implementation; employee discipline; workforce development; internal and external customer service; and meeting regulatory requirements including FMLA, the Americans with Disabilities Act (ADA), Fair Labor Standards Act (FLSA), Equal Employment Opportunities/Affirmative Action (EEO/AA). The position is supervised by the Human Resources (HR) Manager and does not supervise other staff.

• Personnel Administration 30%

1. Explains personnel policies and procedures to management and employees. Provides technical assistance and guidance in the application of appropriate policy to ensure compliance by using knowledge of department, state, and federal policies and effective communication skills. Responds to human resource policy questions from employees, supervisors, and customers.
2. Researches and gathers information related to personnel policy development and administration for use in developing department-wide policies. Develops and implements policies and procedures and ensures consistent and fair application.
3. Plans and coordinates various meetings, conferences, and events to ensure effective information exchange among department staff and to promote HR objectives. Ensures the cost-effectiveness of event planning and implementation. Participates in committees as necessary to coordinate details, develop agendas, and assist with on-site activities.
4. Ensures completion of necessary paperwork and correspondence to comply with worker's compensation; unemployment insurance; and other laws, statutes, and rules.
5. Manages the tracking and purging of disciplinary actions in employee personnel files.

6. Consults with the HR Manager on complex applications of policy or procedure.
7. Interprets agency collective bargaining agreements and assures that provisions are being met.
8. Ensures proper and accurate filing, security, and management of personnel office records. Ensures confidentiality of the information as necessary. This includes current and former employee files, topical subject files, recruitment and selection records, and medical records.
9. Organizes and distributes payroll action forms and salary information to the appropriate party.
10. Conducts exit interviews with employees. Compiles the information in the exit interview tracking database and forwards to the HR Manager for distribution to managers.
11. Evaluates and provides recommendations to the HR Manager and OHR Director on ways to improve the efficiency of processes in the office. This involves documenting current unwritten practices and policies for the operation of the office and related activities to ensure efficiency, assessing current practices, gathering and compiling input from stakeholders, and documenting the information in concise written office policies and procedures.

- **Recruitment and Selection 30%**

1. Develops, implements, and coordinates the recruitment and selection activities of the department as the agency's primary recruitment contact.
2. Compiles, prepares, posts, and distributes job postings. Ensures accuracy, completeness, and compliance using knowledge of recruitment guidelines and the electronic application process.
3. Compiles and manages a data bank of test and interview questions for all positions. Develops selection and screening tools as requested by hiring supervisors.
4. Reviews selection materials including screening criteria, interview questions, performance tests, and score documentation for completeness and compliance with position control, position descriptions, agency policy, statutory preferences, Employee Protection Act requirements, budget authority, and EEO/AA/ADA guidelines. Recognizes potential problems such as the advertising strategy, quality of questions and model answers, screening criteria, makeup of interview panels, or cut-off points in the hiring pools. Effectively recommends changes and methods to make strategies more efficient or to bring them into regulatory compliance.
5. Answers a wide range of technical level recruitment and selection questions from internal and external customers regarding duties; timelines; content and intent of application supplement questions; application deadlines; veteran's or disability status; how to acquire more information about the position; or salary range. Instructs applicants on use of the on line application system. Collaborates with the HR Manager on sensitive or complex problems.
6. Receives, reviews, and screens applications to make sure they are complete; meet designated timelines; include required supplemental materials such as answers to supplemental questions, veteran's and disability preference documentation, and transcripts. Contacts hiring manager when applications are ready to be released and answers any other related questions.
7. Develops and implements personnel correspondence, forms, form letters, or information material used based on state and agency requirements, policies, and guidelines. Writes and distributes correspondence regarding application status to all employment applicants.
8. Produces and evaluates statistical data to make recommendations for recruitment activity regarding the department's EEO plan targeting underutilization.
9. Manages retention and disposal of recruitment and selection files in accordance with federal and state statutes and department policy.
10. May participate in selection processes. Provides technical assistance, advice, and support.

- **Family Medical Leave Act (FMLA) Policy Coordination 25%**

1. The incumbent administers the department's FMLA procedures to ensure employees receive the appropriate protections afforded by the policy and maintains essential records.
2. Reviews potential FMLA-related absences and circumstances and interprets guidelines to determine FMLA qualifying events. Refers complex issues to the HR Manager with recommendations. Issues may be initially detected through questions by managers, noticed as payroll is processed, or by other means.

3. Monitors and records employee leave balances in SABHRS and HR's FMLA tracking program.
4. Applies federal, state, and department guidelines to issues of on-going illnesses to determine when leave is appropriately credited against the leave balance. Manages leave hours determining when FMLA leave is exhausted.
5. Notifies employees of qualifying events or illnesses, rights and responsibilities under FMLA, and other issues. Educates and advises employees and managers of FMLA reporting requirements and answers related questions. Sends and receives medical certification forms.
6. Maintains FMLA policy guidelines for the department by reviewing procedures and policies and recommending adjustments or policy changes as necessary.

- **Consultation 10%**

1. Exercises tact and professionalism in maintaining working relationships, communication, and contacts with other HR staff, department staff, unions, other state agencies, and the public. Promotes the department mission for developing and maintaining good customer relations.
2. Consults with HR Manager when issues arise to ensure that the department is pursuing the proper courses of action including disciplinary actions.
3. Properly exchanges and disseminates information to keep parties informed of status of activities.
4. Ensures consistent and fair applications of policies are applied to individual circumstances.
5. Advises employees on FMLA, ADA, EEO, FLSA, worker's compensation, recruitment, policy, and other appropriate human resource activities.
6. Researches, develops, and presents human resource training to all levels of department staff.

- **Other Duties as Assigned 5%**

1. Performs other duties as assigned by the supervisor.

Job Requirements

To perform successfully as a human resource specialist, the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude while sustaining effective working relationships with other employees, the public, and state and federal agencies; and enjoy working with, and for, the public. Must have the skills to manage multiple projects, tasks, and priorities; meet deadlines; perform mathematical calculations; and be detail oriented. The capacity to organize work; accept interruptions and regain momentum; focus efforts on attaining goals; cope with upset customers; communicate in a courteous and professional manner, both orally and in writing; resolve conflict; research, compile, and analyze data from multiple sources to identify and resolve a wide variety of problems issues; and work productively independently and in a team are all important to successfully fulfilling the duties of this position. Incumbent must exercise discretion and judgment in handling confidential and sensitive information.

This position requires knowledge of department and state recruitment and selection methods, policies, and procedures; collective bargaining agreements; recruitment and selection approaches; employee benefits and compensation; employee discipline handling; department, state, and federal policies and regulations including the FLSA, FMLA, ADA, and EEO/AA requirements; worker's compensation reporting; technical writing; presentation; the Statewide Accounting, Budgeting, and Human Resource System (SABHRS) applications; and office practices and techniques.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is two years of post secondary education or vocational training in personnel management, business or public administration, human resources, or directly related field and three years of job-related work experience.
 - Work experience should be made up of human resource support; recruitment and selection; FLSA, FMLA, ADA, EEO and worker's compensation; training; employee relations; and experience in the use of computers including word processing, records management, database design, and presentation applications.
 - Other combinations of education and experience will be evaluated on an individual basis.

Department Core Values

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

Working Conditions

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry and difficult individuals to resolve concerns or to bring about compliance with regulations. The work is in an office setting with noise distractions and frequent interruptions. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. The incumbent may spend considerable time on the phone. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

Special requirements

- **Background Examination:** Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- **Compliance with All Appropriate Montana Tax Laws:** An employee's tax status must be current.

This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.

Human Resource Manager Review: The statements in this job profile are accurate and complete.

Signature: James Fehr, Human Resources Manager Date: August 2010

Human Resource Director Review: The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

Employee: My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: _____

Date: _____

Name (print): _____